

**July 2005**

**UPDATED RIMS  
(RESPONSE INFORMATION MANAGEMENT SYSTEM)  
Supplemental Information**

**Supplemental Information: Purpose**

The purpose of this supplemental information document is to provide follow-up guidance on the rollout of the updated Office of Emergency Services' (OES) Response Information Management System (RIMS). Specifically, it is designed to brief RIMS users on some of the new RIMS features as well as the online "help" functions that will assist users in learning how to navigate within the new system.

This is not intended to be an exhaustive detailing of all the new features and functions in RIMS. This information should assist users toward a better understanding of the new system in the short-term.

**New RIMS Features: Overview**

RIMS and SEMS

The use of RIMS, in support of the Standardized Emergency Management System (SEMS), is unchanged. The revisions to RIMS do not imply any deviation from the elements of the SEMS law, the SEMS levels of emergency response, or the five major SEMS functions. The types of reports in RIMS generally remain the same as well.

Access and Appearance

The updated RIMS remains available via the Internet through the OES home page ([www.oes.ca.gov](http://www.oes.ca.gov)). From the OES home page, users may access RIMS by clicking on the words "Training", "Response", or "Recovery". A drop-down menu will appear that includes the words "RIMS" or "RIMS Training". Selecting one of these will take the user to RIMS.

There is a new look to the RIMS home page. As before, there is a choice of working in the "Operational" (live) database or in the "Training" (practice) database. Users shall only practice in the training database and are cautioned to only use the "Operational" database in the event of a real emergency. Users in the training "area" will see the new training "watermark" in the background.

The "SEMS Reports" and the "Mission Request Tasking" (MRT) databases are now combined. Creating and viewing SEMS reports and MRT reports is done in the same database.

Users familiar with RIMS will notice the login function uses previously issued passwords and user ID's. However, within new RIMS these ID's will be referred to as "OES Web ID's". RIMS users are also encouraged to turn off the "pop-up blocker" function on their web browser.

After entering an OES web ID, the new “Personal Profile” will appear. This page is intended to capture individual RIMS user information such as name and emergency responsibilities. Information from this page will auto-populate pre-identified fields on future reports when created.

### RIMS “View Screen” Layout

Once logged in, the user will see the usual “view” screen (Figure 1) which functions much the same as before. Information from various RIMS reports may be viewed based on selections from the list in the “navigation” pane.

A new feature is the ability to “create” forms from the “view” screen without the extra steps using a “Create Report” button in previous versions. The new navigation pane displays, in one list, all the reports that can be “created” and “viewed”. Simply select from the “navigation pane” either the desired report to be “created” from the list in red or the desired report to be “viewed” from the list in blue (Figure 1).

### Viewing and Creating Reports

Viewing, Creating and displaying individual reports is very similar in the updated RIMS version. From the “view screen,” individual reports may be displayed. As in previous RIMS versions, click on the link to the desired report found in the “view screen” (Figure 1). When the specific report appears, the reader may scroll through the report.

To create a report, click on the desired report title from the navigation pane. The report will appear in “edit” mode and is ready for data input. Completing practice reports in the “Training” database will assist users in becoming familiar with the updated system. When the report is complete, click the “Submit” button to send the report into the database. When updating a report is required, a new feature in RIMS is that individual fields in reports may be updated. This allows multiple users to update the same report.

A new feature is the ability to move more quickly within reports. Select reports have a feature wherein by clicking on categories displayed in “tabs” above the top of the report (i.e., Basic Info, Additional Info, Notification, Geo-location etc) the screen will appear to “jump” to that “page” or section of the report.

### Mapping

A significant enhancement in RIMS is the ability to display maps of incident locations using new computerized mapping features in the system. When RIMS report forms are filled out and the geo-location of incidents (addresses, lat-long. or intersections etc) are included, they can automatically be displayed on maps as small icons. RIMS users are encouraged to practice using this new function in the “Training” database area to become familiar with it

## **Help Features Available to Understand RIMS**

### RIMS Reports Help and Job Aids

Contained in the RIMS view screen is an easily understood help feature. It assists users in becoming familiar with moving around within the system. Located on the upper portion of the view screen is a “question-mark” (?) icon identified as the “Help” button (Figure 1).

When the “Help” button is activated, a pop-up box appears and displays several categories intended to familiarize the user with functionalities of the system. This includes, but is not limited to:

- Main (RIMS) Screen Layout
- (RIMS) Reports Overview
- Views
- Working with (RIMS) Reports (including field-by-field job aids for specific RIMS forms)
- Mapping

Using the “Help” button feature should provide the user with the basic guidance needed to perform most RIMS functions.

### SEMS Responsibilities Checklists

The new RIMS features embedded checklists for many of the SEMS roles and responsibilities. Located at the top of the view screen next to the “Help” feature is a button marked “Checklist” (Figure 1). This feature allow RIMS users to look at the “checklist” for their particular SEMS function (i.e. Operations Section Chief, etc.). It is not a job for completion of RIMS reports but will assist in understanding the duties of pre-identified and common SEMS/ICS role and responsibilities.

When users fill-out the “Personal Profile” page (after logging into RIMS) and the appropriate SEMS/ICS responsibility has been selected in the profile, the checklist for the logged in users SEMS/ICS job description will appear when the checklist button is activated.

## **RIMS Information Sheet and Frequently Asked Questions (FAQ)**

State OES has also developed a list of FAQ’s sheet that in addition to issues addressed here, answer other issues most often raised with the rollout of the new RIMS. The RIMS Information Sheet and FAQ is attached.

## **Summary**

For RIMS information contact Stacy Amberson, OES Information Technology Branch, at telephone number (916) 845-8569 or via email at Stacy\_Amberson@oes.ca.gov or Sue

Plantz, OES Information Technology Branch at telephone number (916) 845-8552 or via email at Sue\_Plantz@oes.ca.gov with any questions or concerns.

For information regarding RIMS training and to schedule or sign up for RIMS training, please call the California Specialized Training Institute at (805) 549-3005 or e-mail at CSTIInfo@oes.ca.gov.

The new RIMS with its enhanced features and functionalities is another step forward in improving emergency management California. SEMS and RIMS together provide a framework ensuring that OES and its assisting and cooperating agencies efficiently support local governments and the populations they serve in time of need.

